

# INTERNAL TICKETING SYSTEMS

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## What Is an Internal Ticketing System?

An internal ticketing system is a software application that allows an organization to track and manage requests & issues from internal teams and employees. It serves as a central system of record for all internal support needs and brings structure to managing diverse internal requests like IT issues, HR questions, facilities maintenance, etc.

Ticketing systems provide a streamlined way for employees to submit requests for help or report problems. A unique ticket or case number is assigned when an issue is submitted in the ticketing system. The details of the issue can be logged within the ticket for tracking.

They route tickets to the appropriate teams or individuals who can resolve the issues. Technicians and other support staff can be assigned tickets, update status and progress, communicate with the requester, and document the resolution.

The advantages of internal ticketing systems include:

- Ticket submission forms to capture details on issues and requests
- Ticket categorization with types and subtypes
- Assignment to appropriate responders or teams
- Status tracking throughout the resolution process
- Internal communication and collaboration

Ticketing systems improve visibility into problems. Support teams gain insight into the frequency and types of issues arising in the organization. Management can track performance, enabling more efficient and improved organization.

# Benefits of Internal Help Desk Ticketing Systems

An internal ticketing system provides numerous benefits for managing work requests in an organization:

## **1. Improved Organization and Tracking of Work Requests**

One of the biggest advantages of an internal ticketing system is improved organization and tracking of work requests. All requests are logged into a central system and given a unique ticket number, making it easy to monitor progress. Users can check the status of tickets to see if they have been assigned, opened, resolved, or closed. This eliminates wasted time due to duplicate requests or things falling through the cracks via email or other channels.

## **2. Better Visibility into Workload and Status of Requests**

With a ticketing system, managers have increased visibility into workloads and the status of open tickets. Immediately, they can identify where there are bottlenecks or how long requests have been waiting to be resolved.

## **3. Increased Accountability and Efficiency**

Internal ticketing systems increase organizational accountability by assigning tickets to specific individuals or teams. Employees are responsible for managing and completing their assigned tickets. Many systems have due dates and reminders to meet service-level agreements. This helps optimize technician efficiency as they can prioritize and manage their workloads better.

# What Features Should You Look for in an Internal Ticketing System?

Choosing the right internal ticketing system is crucial for boosting your team's efficiency. But with so many options, how do you know which is best? Here are some key capabilities to help manage service requests efficiently:

## **1. Ticket Creation, Assignment, and Tracking**

- Users can submit tickets via a self-service web portal, email, chat, or phone. New tickets are automatically assigned a unique ID.
- Tickets are routed to the appropriate agents or teams based on categories, priorities, and skill sets.
- Agents can easily update and track the status as they work on tickets. Customizable views and dashboards provide real-time visibility.

## **2. Categorization and Prioritization**

- Tickets are categorized by issue type, product, geography, etc. This enables automatic assignment and identifies trends.

## **3. Status Updates and Notifications**

- Users can receive notifications when the ticket is received, updated, escalated, or resolved.
- Agents should get alerts for high-priority tickets and those nearing SLA breaches. Customizable rules are available.

## **4. Reporting and Analytics**

- Real-time and historical reports should provide insights into ticket volumes, aging, agent performance, trends, etc.
- Managers have dashboards to monitor service levels, identify recurring issues, and make informed decisions.

With these strong capabilities, internal ticketing systems enable smooth issue tracking and request management across the organization. The configurable workflows and automated alerts help drive productivity and improve service levels.

# Best Internal Ticketing Systems in 2024

When evaluating ticketing system software, it's important to look at the top solutions on the market and weigh their pros and cons based on ACME's need. Some of the leading options to consider are :

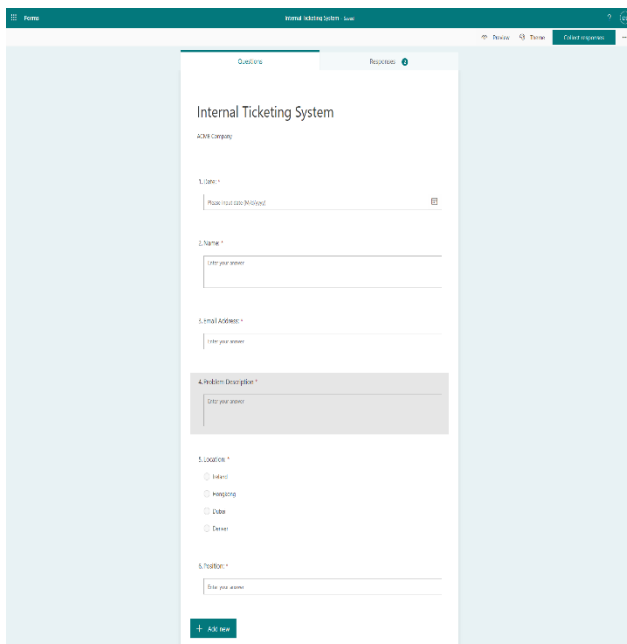
1. **ClearFeed** (Slack-based ticketing system)
2. **Zoho Desk**
3. **Freshdesk**(popular choice )
4. **Jira Service Managaement**
5. **Zendesk for Service**

# Building an Internal Ticketing System:

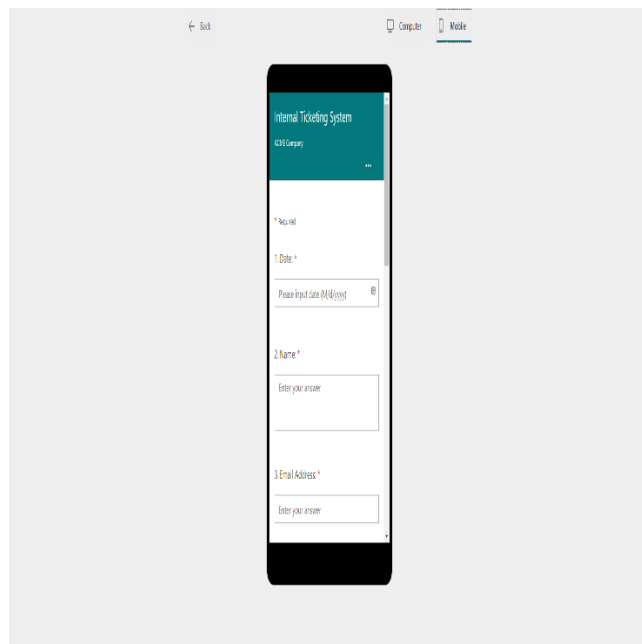
Since we have been informed by the Chief Information Security Officer Wiley E. Coyote that there have been too many IT and Security issues causing problems in ACME company, we have been asked to build an Internal Ticketing System.

We want to control the issues as of now, we have temporarily built an Internal Ticketing system and are ready to use it till we come up with a permanent solution i.e. building a perfect Ticketing System for ACME Company with all leading options.

We have built up a modern Excel data entry using Excel Microsoft 365. We have created multiple questions with valid criteria.

The screenshot shows the desktop version of the 'Internal Ticketing System' form. The form is titled 'Internal Ticketing System' and 'ACME Company'. It contains several input fields: '1. Date \*' with a date picker, '2. Name \*' with a text input, '3. Email Address \*' with a text input, '4. Problem Description \*' with a larger text area, '5. Location \*' with radio button options (Internal, Helpdesk, Other, DevOps), and '6. Priority \*' with a text input. A green 'Add new' button is at the bottom left. The form is part of a Microsoft Excel interface with a teal header bar.

*desktop version*

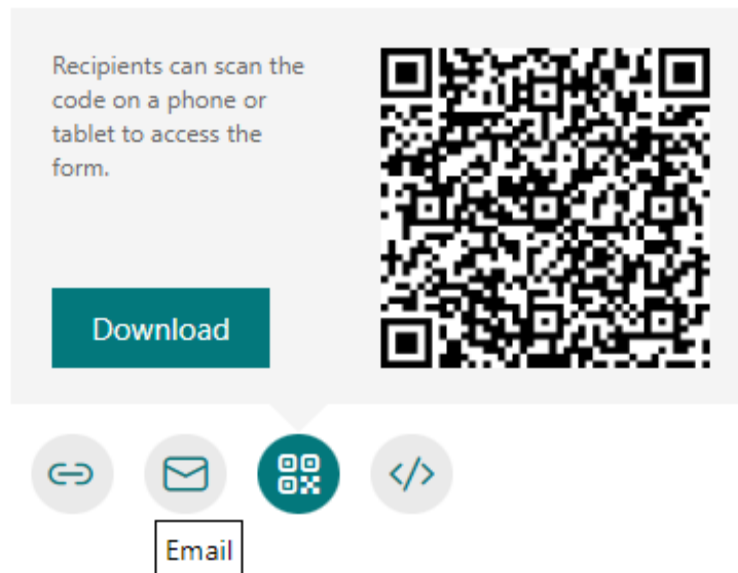
The screenshot shows the mobile version of the 'Internal Ticketing System' form. The form is displayed on a smartphone screen within a Microsoft Excel mobile app interface. The form fields are the same as the desktop version: '1. Date \*', '2. Name \*', '3. Email Address \*', '4. Problem Description \*', '5. Location \*' (with radio buttons), and '6. Priority \*'. The interface is optimized for a smaller screen with a teal header bar.

*mobile version*

The Internal Ticketing System form will be embedded in the ACME website, we can even share the form using the QR code, using the link.

## Send and collect responses

Anyone can respond



QR code for the Ticketing System

Link: <https://forms.office.com/r/AzNpDbfexP>

Click on it to submit a request



When the respondents submit the form, the results go directly into the Excel spreadsheet and show up instantaneously.

Internal Ticketing System

2 Responses    01:46 Average time to complete    Active Status

[View results](#)    [Open in Excel](#)    [Analyze detailed responses in real time.](#) [Get it](#)

1. Date: [View Details](#)    Latest Responses: 6/7/2024

2. Name: [View Details](#)    Latest Responses: Barsha Glan

3. Email Address: [View Details](#)    Latest Responses: barshaglan@hotmail.com

4. Problem Description: [View Details](#)    Latest Responses: Hi there, I am having issues connecting to the laptop. Request you to e... We are having IT problem in our branch office.

5. Location: [View Details](#)    Latest Responses: A pie chart showing 1 response for Dubai and 1 for Denver.

6. Position: [View Details](#)    Latest Responses: AR Assistant

Screenshot of the response section of the system.

Column#	Start time	Completion time	Email	Problem Description	Name	Email Address	Location	Position
1	6/7/24 10:02:47	6/7/24 10:03:00	anonymous	We are having IT problems in our branch	Danish shakya	Danishshakya@hotmail.com	Dubai	Sales manager
2	6/7/24 10:11:17	6/7/24 10:14:36	anonymous	Hi there, I am having issues connecting t	Barsha Glan	barshaglan@gmail.com	Denver	AR Assistant
3	6/7/24 23:10:55	6/7/24 23:11:49	anonymous	Laptop issue	Ayra Shakya	Ayrashakya@hotmail.com	Hongkong	Sales Manager

Results shown in excel spreadsheet instantly.

## Conclusion:

We have a temporary solution to the ongoing IT and Security issues in ACME. The Excel Ticketing System is ready to use.

We are already in the process of building a permanent Internal Ticketing System, we want to brief the company about the evolution of the Ticketing Systems and Slack. Slack has transformed how we communicate when doing business. It's no surprise that more businesses are leveraging chat to manage internal ticketing.

Since the slack is very popular among the new Morden business. we want to build a modern ticketing system for slack, that will help the company to turn chaotic slack channels into productivity machines with ticketing and automated workflows.